

MEM – Publishing to the Member Services Website

Purpose:

This procedure explains how items are published to the Member Services website.

Identification of Roles:

Member Services Analyst (MSA)

Communications Team (CT)

Operations Manager (OM)

Project Manager (PM)

Unit Manager (UM)

Performance Standards:

Member Services is required to submit 100% accurate items to the website.

Path of Business Procedure:

Step 1: A need to add something to the website is identified. This could be a new program is starting with Medicaid or a change is being made to Iowa Medicaid.

Step 2: The Member Services Analyst will contact the IME Communications Team at IMECommunications@dhs.state.ia.us to create a document with the new information needed for the website and email it to the Operations Manager. The MSA will include the web page at <http://dhs.iowa.gov/ime/members> where the document is to be posted in the original email.

Step 3: Operations Manager will approve the document and the Communications Team will forward to the Project Manager.

Step 4: The Project Manager will approve the document and work with the Communications Team to forward it to the Unit Manager.

Step 5: The Unit Manager will approve the document and email the OM, PM, and Communications Team approval.

Step 6: The Communications Team will proceed with posting the document to the appropriate web page and will email the MSA, OM and PM when the posting is completed.

Step 7: The MSA will review the document online to be sure everything was put on the web page correctly and alert the Communications Team if changes are needed.

Forms/Reports:

None

RFP References:

6.5.1 Managed Health Care Enrollment Broker

Interfaces:

IME Website

Attachments:

None